
Integration Activities

••• Individual Activities •••

1. Lesson Summary

Cut out this summary card and place it in a visible location for two weeks.

Basic Case Management – Concepts

The main ideas of this lesson are:

1. Case management is providing supportive services that enable customers with serious employment barriers to gain and maintain employment.
2. Customers with employment barriers have one or more issues such as (a) substance abuse; (b) mental health problems; (c) poverty; (d) domestic violence; (e) dysfunctional patterns in themselves and/or their families; (f) record of criminal activity; (g) physical disabilities; or (h) culture, gender, or sexual orientation obstacles.
3. **C**ollecting information, **A**ssessing the whole individual, **R**eferring to resources, and **E**valuating progress (CARE) is the helping process for case management.
4. Effective goals are **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**rackable (SMART).
5. **D**Ecide to problem solve: **D**efine the problem, **E**xplore options, **C**onsider pros and cons, **I**dentify a plan, **D**ocument and do the plan, and then **E**valuate the outcome.
6. Effective employment counselors believe in their customer's capacity for growth and change and their right to self-determination. Familiarity with supportive resources, and note taking, are additional important skills.

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2. Resources and Referrals

Acquire a copy of your local 'Resource and Referral' or 'Community Resources' booklet, then write a brief description to differentiate the resources from each other. This will prepare you to refer each customer to the most effective and appropriate resources.

You may need to collaborate with other counselors, or call or visit referral sites, in order to make your descriptions both meaningful and accurate.

Example:

Alcohol and Drug Treatment	
Referral X	Support group for families of people who abuse drugs/alcohol.
Referral Y	Inpatient 21 day program. Insurance required.
Referral Z	Help line to answer drug/alcohol questions.

3. Define Case Management

1. In no less than 300 words, write
 - a. Your definition of case management, and
 - b. Your role in case management as an employment counselor.

2. Do one or both of the following
 - a. Explain your definition of case management and your role as an employment counselor involved with case management to a colleague.
 - a. Explain your definition of case management and your role as an employment counselor to a non-DWS employee.

Integration Activities

••• Group Activities •••

1. Resource and Referral Comparison

Lead a group discussion to review the 'Resource and Referral' or 'Community Resources' descriptions that the employees have written for individual activity #2.

Invite the counselors to share situations/circumstances that compel them to refer their customers to specific resources. (The counselors may not be as familiar with the less utilized resources.)

Encourage the counselors to add new referrals/resources to those that they are currently using.

2. Problem Solving

1. Have a member of the group act as a DWS customer with a problem.
2. Have a second member of the group act as a DWS employment counselor.
3. Have the counselor problem solve with the customer using the DECIDE method.
4. Have other members of the group role-play using other problems that are encountered at DWS.
5. Lead a discussion about the lessons learned during the role plays.

The six steps to the DECIDE problem solving method:

1. Define the problem
2. Explore options
3. Consider pros and cons
4. Identify the plan
5. Document and do the plan
6. Evaluate the outcome.